

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Health Facilities Surveyor**

**Class Code: 51463**

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### **A. Purpose:**

Inspects healthcare facilities and related services in areas such as dietary, nursing, patient activities, and life safety codes to ensure compliance with state and federal licensure and certification regulations for the protection of the public from health and safety hazards.

### **B. Distinguishing Feature:**

The Health Facilities Surveyor conducts in-depth surveys in a variety of healthcare facilities such as long-term care facilities, home-health agencies, hospitals, and assisted-living centers to detect unsafe or unhealthy conditions and reviews plans of correction submitted by facility administrators as required by survey findings.

The Senior Health Facilities Surveyor is responsible for functioning as a team leader by training and evaluating Health Facility Surveyors, reviewing and assigning surveys and complaint investigations, providing technical assistance and education in their field of expertise, and providing work direction to Health Facility Surveyors; and serving as a team leader on at least two major surveys.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Conducts on-site surveys of healthcare facilities and related healthcare services to ensure patients, residents, and clients receive the highest quality of care under existing laws and acceptable practices.
  - a. Determines compliance with applicable state and federal regulations.
  - b. Documents deficiencies.
  - c. Evaluates the degree of compliance with rules and standards.
2. Reviews the plan of correction submitted by healthcare facilities and discusses corrective procedures with facility administrators to ensure they understand corrective measures and the timeliness of submission.
  - a. Conducts follow-up inspections.
  - b. Determines the degree of completion of the approved plan of correction and documents findings.
3. Provides on-site technical assistance and resource materials to facility administrators, nursing staff, and other personnel to discuss problem areas, provide instruction on proper procedures, and to explain regulations.
4. Recommends licensure of new facilities ensuring compliance with state and federal rules and regulations.
  - a. Conducts on-site inspections.
  - b. Reviews facilities and operations for compliance with applicable rules and regulations.
5. Investigates complaints in the areas of patient care, safety, abuse, and neglect in licensed health care facilities and services to determine the validity of complaints.

- a. Contacts facilities by telephone or in person.
- b. Reviews records, operations, and practices.
- c. Observes and interviews patients, families, and staff.
- d. Recommends actions to deal with problems or situations.
- e. Documents findings and submits reports to program administrators.

6. Performs other work as assigned.

#### **D. Reporting Relationships:**

Typically does not supervise.

#### **E. Challenges and Problems:**

Challenged to survey a variety of healthcare facilities to ensure patients and residents receive the highest quality of care under existing laws and acceptable practices. This is difficult because it involves on-site determinations of acceptable practices and the application of these practices as they relate to federal and state licensure regulations. It also involves convincing healthcare facility administrators of compliance by acceptable methods of change monitored by the survey process.

Typical problems include determining whether a significant public health hazard or violation exists, resolving inappropriate plans of correction submitted, managing difficult providers, investigating complaints with vague information, extensive travel with several overnights per week, and trying to keep up with ever changing healthcare regulation.

#### **F. Decision-making Authority:**

Decisions include determining the degree of compliance with state and federal regulations, the provision of quality care, the validity of complaints, and interpreting regulations.

Decisions referred to a superior include legal interpretations, licensure actions, and final approval of schedules.

#### **G. Contact with Others:**

Frequent contact with healthcare facility administrators and staff to explain survey findings and discuss resolutions; with patients or clients to interview and observe quality of care; and with public health personnel, county officials, and the public to coordinate health related activities and to provide information.

#### **H. Working Conditions:**

Inspections take place in a variety of facilities with the potential for exposure to illnesses and infections. Extensive Travel is required with several overnights per week.

#### **I. Knowledge, Skills, and Abilities:**

Knowledge of:

- principles and practices of the disciplines providing services to patients and residents in health care facilities;
- medical terminology;
- federal and state laws and regulations related to licensure and certification of health facilities and operational programs;
- inspection procedures;
- the causes and control of diseases produced by unsanitary conditions.

Ability to:

- understand and learn new material and responsibilities readily and expediently;
- pass state and federal certification and/or testing requirements;
- exercise judgement and discretion in the conduct, analysis, and determination of compliance with state and federal regulations and administrative guidelines;
- ascertain facts by person contact, records inspection, and observations;
- express ideas and survey findings effectively;
- conduct healthcare surveys;
- deal tactfully with others and maintain effective working relationships.